

Indian Health Council, Inc.

**Valley Center, CA
Innovations in Planned Care
Open Door Forum
October 25, 2007**



Background Information

- Location
 - North San Diego County – California
- Population Served
 - Native Americans and family members
 - 5000 Active clinical users
 - User Population 18000
 - 9 North San Diego County Tribes
- Number of Sites
 - Two – Rincon and Santa Ysabel

IHC's Microsystem

- Selection
 - Active clinical users with at least three visits in last year to Provider for microsystem
- Population
 - All ages
 - Across all conditions
 - 772 Patients
- Core Team
 - FNP
 - RN
 - Two MA's
- Support Staff
 - CMO, Leadership, Pharmacist, Community Health, Behavioral Health

Empanel Patient Population

- Process
 - Set goal for completion
 - Reviewed all visits in last 18 months
 - Assigned clients based on who they saw most frequently
 - Anticipate process will be fluid for next 12+months.
- Benefits
 - Continuity of Care
 - Set and track improvement goals for panel
 - Gives teams ownership of a patient population

The Team Huddle

- Team Huddle
 - Daily – First thing in the Morning
 - Use each team member to the highest of their ability
 - Move work away from the provider
 - Anticipate the clients needs
- Improvements
 - Move teams together
 - Allows for continuous communication among members

Huddle Activities

- Review Clients for the day
 - Chart Review
 - Initially used GPRA Health Summaries from RPMS
 - Use of iCare started in June 2007
 - Review reminders
 - National Measures Met or Not met
 - Medication records and refill needs addressed
- Assign Duties
- Throughout day Huddle
 - Add Ons
 - Walk ins

iCare Reminders

IHS iCare - DEMO, PATIENT O

File Tools Window Help Quick Patient Search:

Name: DEMO, PATIENT O
HRN: 999993 **Tribe:** CHIPPEWA-CREE IND. ROCK BOY RES., MT
SSN: **Community:** POMONA
Gender: M **Address:** 555 NOBODY CARES
Age: 54 **Address:** POMONA CALIFORNIA 99921
DOB: Apr 12, 1953 **Phone:** 000 444 1111
Perf Met? NO **Alt. phone:**
Case Mgr: **DPCP:**

Insurance:

Barriers to Learning:

Cover Sheet Flags **Reminders** Natl Measures Face Sheet Health Summary Wellness Summary Labs Meds Radiology Problem List

Reminder Name	Due Date	Next Due	Last Date Performed
Tdap		past due	
FLU-SPLIT		due	
BLOOD PRESSURE	⚠ Oct 06, 2007	MAY BE DUE NOW	
HEIGHT	⚠ Oct 06, 2007	MAY BE DUE NOW	
WEIGHT	⚠ Oct 06, 2007	MAY BE DUE NOW	
PHYSICAL EXAM	⚠ Oct 06, 2007	MAY BE DUE NOW	
CHOLESTEROL	⚠ Oct 06, 2007	MAY BE DUE NOW	
RECTAL	⚠ Oct 06, 2007	MAY BE DUE NOW	
TOBACCO USE SCREENING	⚠ Oct 06, 2007	MAY BE DUE NOW	
COLORECTAL CA-SCOPE/XRAY	⚠ Oct 06, 2007	MAY BE DUE NOW	
COLORECTAL SCREENING	⚠ Oct 06, 2007	MAY BE DUE NOW	
COLORECTAL SCREENING	⚠ Oct 06, 2007	MAY BE DUE NOW	
TD-ADULT	⚠ Oct 06, 2007	MAY BE DUE NOW	
ALCOHOL USE SCREENING	⚠ Oct 06, 2007	MAY BE DUE NOW	
DEPRESSION SCREENING	⚠ Oct 06, 2007	MAY BE DUE NOW	

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iCare National Measures

IHS iCare - DEMO PATIENT O

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Insurance:

Barriers to Learning:

Cover Sheet Flags Reminders **Natl Measures** Face Sheet Health Summary Wellness Summary Labs Meds Radiology Problem List

Patient National Performance Measures data from CRS
 2007 current as of: Oct 06, 2007 06:52 AM

Clinical Group	Measure Name	Performance Status	Adherence Value
DIABETES	Diabetes Dx Ever*	NO	
	Documented A1c*	N/A	
	Poor Glycemic Cont >9.5	N/A	
	Ideal Glycemic Control <7	N/A	
	Controlled BP <130/80	N/A	
	LDL Assessed	N/A	
	Nephropathy Assessed**	N/A	
DENTAL	Retinopathy (All Sites)	N/A	
	Dental Access General Sealants	NO	
IMMUNIZATIONS	Topical Fluoride-# Pts	-	
	Influenza 65+	N/A	
	Pneumovax Ever 65+	N/A	
CANCER-RELATED	Active IMM 19-35 mos***	N/A	
	Pap Smear Rates 21-64	N/A	
	Mammogram Rates 52-64	N/A	
	Colorectal Cancer 51-80	NO	
BEHAVIORAL HEALTH	Tobacco Cessation	N/A	
	FAS Prevention 15-44	N/A	
	IPV/DV Screen 15-40	N/A	
CVD-RELATED	Depression Screen 18+	NO	
	Children 2-5 w/BMI =>95%	N/A	
OTHER CLINICAL	IHD: Comp CVD Assessment	N/A	
	Prenatal HIV Testing	N/A	
DIABETES	BP Assessed	N/A	
	Foot Exam	N/A	
	Depression Screening	N/A	
	Comprehensive Care	N/A	
	Influenza Vaccine	N/A	
DENTAL	Pneumovax Vaccine Ever	N/A	
	Top Fluoride-# Apps	-	
IMMUNIZATIONS	Active Clinical 19-35 mos	N/A	
CANCER-RELATED	Tobacco Assessment 5+	NO	
	Tobacco Use Prevalence	N/A	
CVD-RELATED	BMI Measured 2-74	NO	
	Assessed as Obese	N/A	
	Cholesterol Screening 23+	NO	

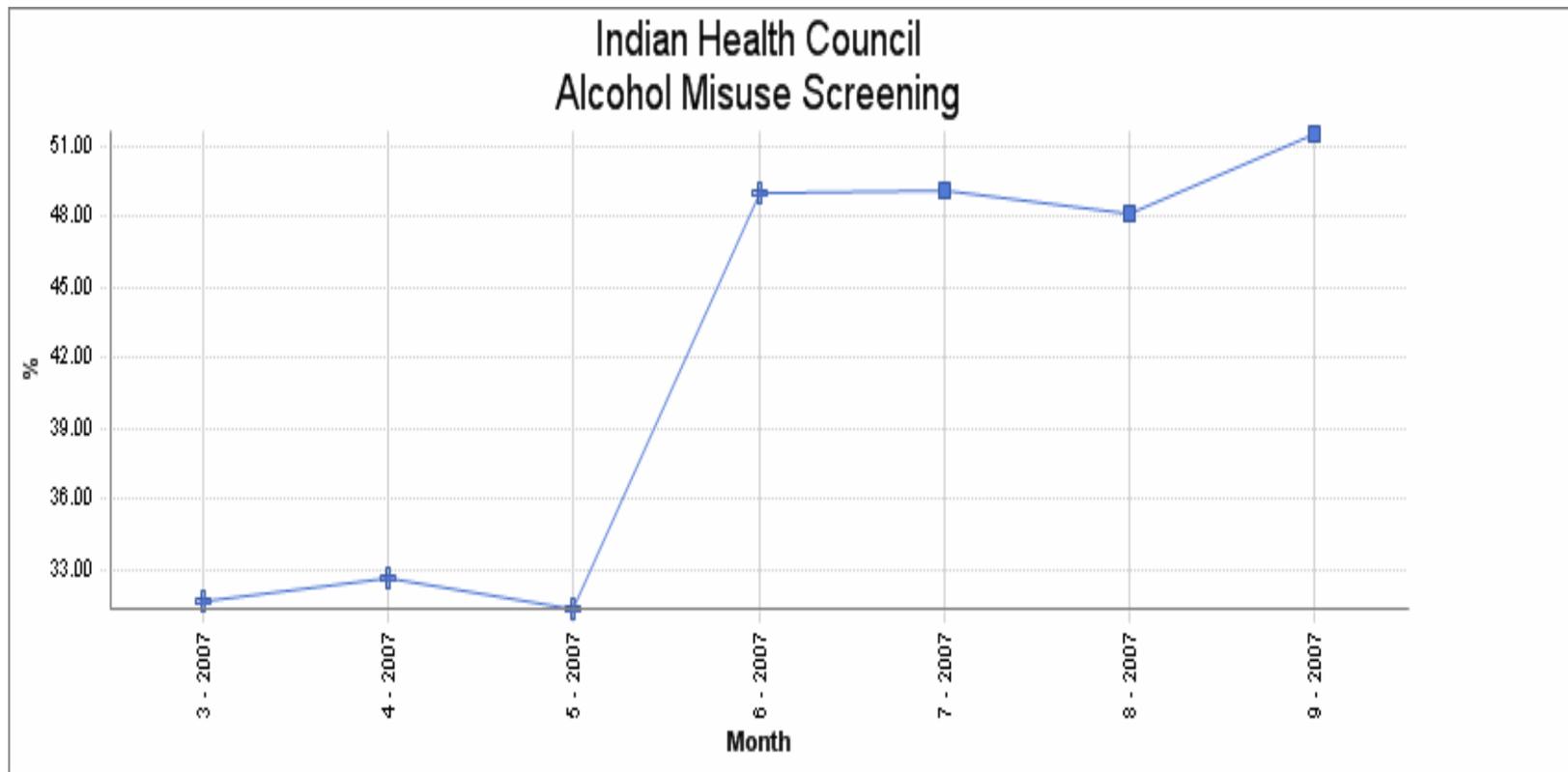
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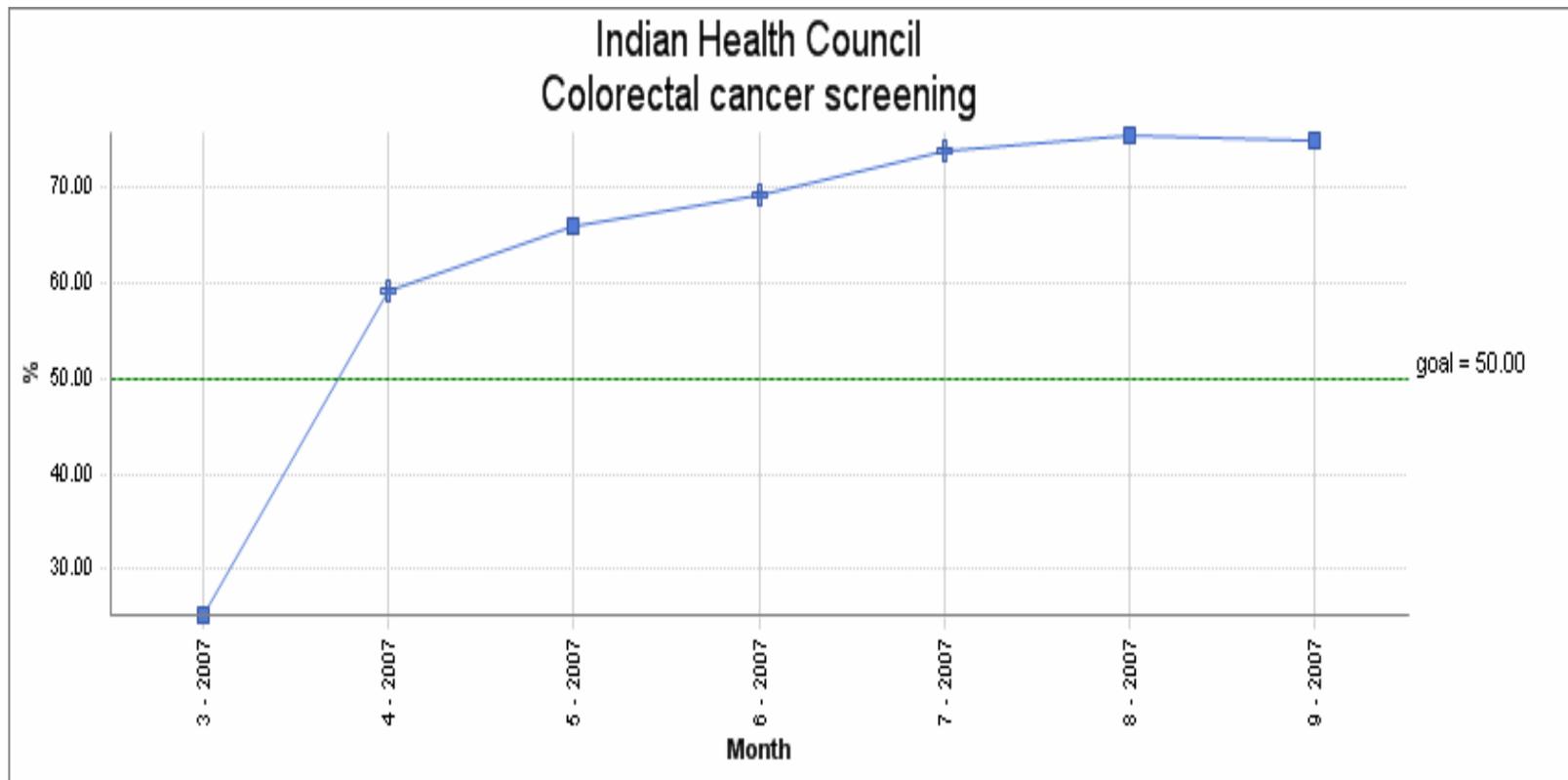
Next Steps

- Using data to drive the visit
- Changes made to PCC+ form to capture screening data points
- Spread
 - Added iCare to work stations throughout Medical Department and Community Health Department
 - Additional teams set up
 - Trained on Huddles
 - Use of iCare

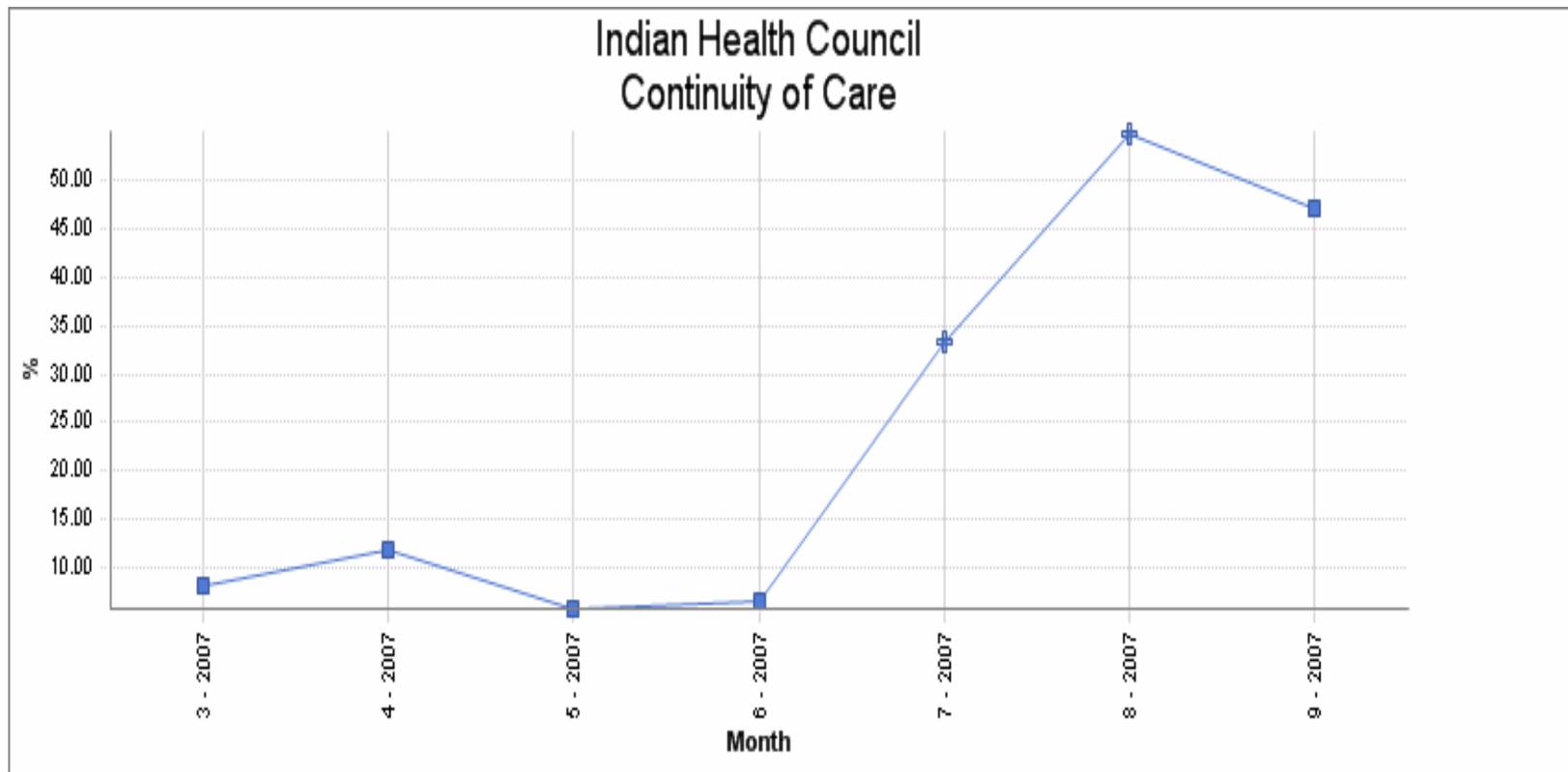
Outcomes: Alcohol Screening



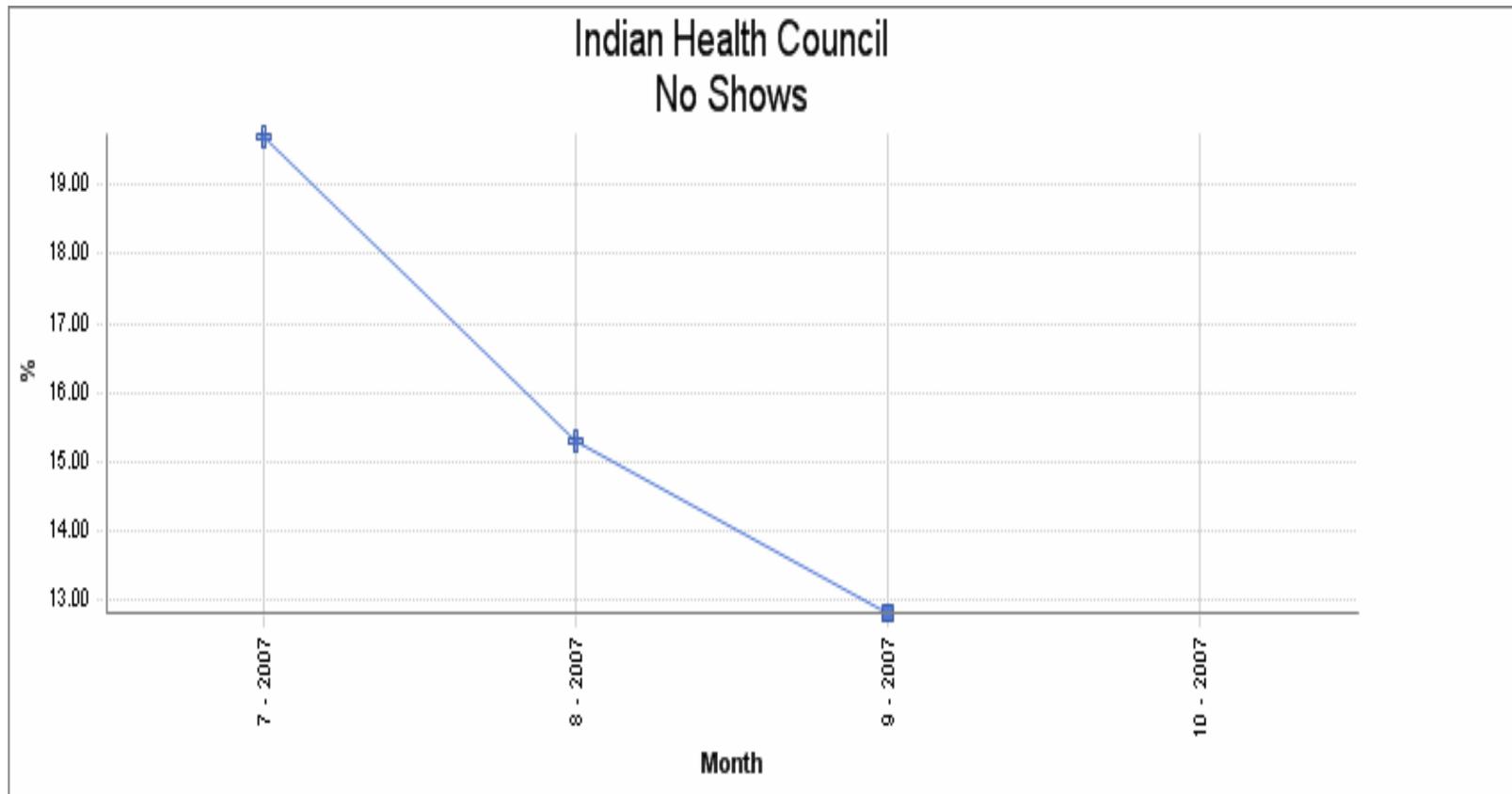
Outcomes: Colorectal Screening



Outcomes: Continuity of Care



Microsystem No Show rates



Delivery Systems

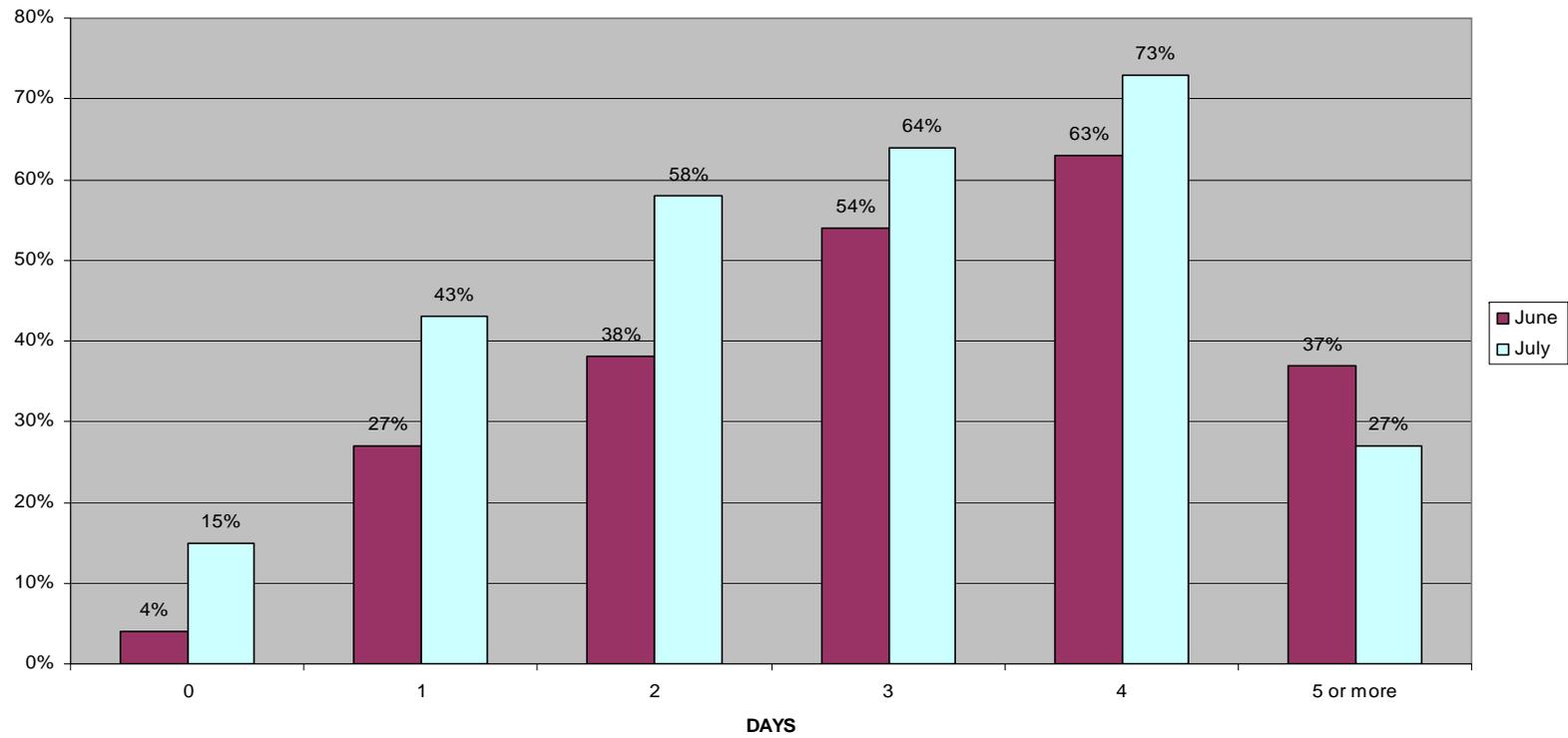
- Process Mapping
- Pharmacy Refill Process
 - Problem – Complaints re: length of time to refill meds
 - Patient Satisfaction issue
- Mapping Process
 - Initial Map had 49 steps
 - Goal set to eliminated 50% of steps

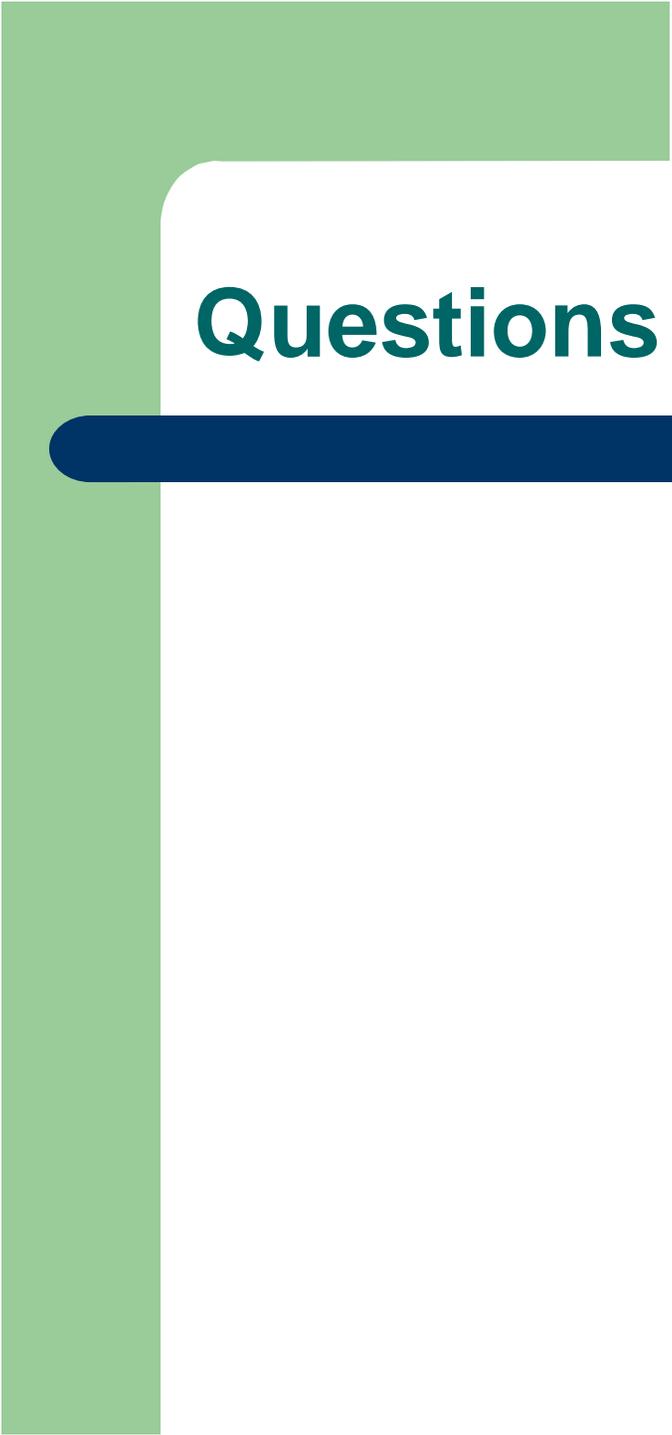
Outcomes

- By looking at process from start to finish
 - Identified multiple areas of waste and duplication
 - Process affected staff across departments
- Tested and made changes to delivery system process with noted improvement
- Continue to refine process

Results

PHARMACY REFILLS





Questions

